QSAC – PLANNING RESOURCES – APPENDIX H

This appendix is a bibliography of manuals, articles and websites on managing, administration, and programming for libraries. These can give you further ideas, samples and suggestions.

Michigan Documents

- District Library Law Handbook. Lansing, Library of Michigan.
- Library Laws Handbook, Lansing, Library of Michigan, 2013.
- Michigan Public Library Trustee Manual. Lansing: Library of Michigan, 2004.
- Public Library Financial Management Guide. Lansing: Library of Michigan, 2014.
- State Aid to Public Libraries Application Process. Lansing, Library of Michigan.

Books

- *Creating Policies for Results: From Chaos to Clarity* by Sandra Nelson and June Garcia. Chicago: PLA, 2003.
- *Demonstrating Results: Using Outcome Measurement in Your Library* by Rhea Joyce Rubin. Chicago: PLA, 2005.
- *Developing a Compensation Plan for Your Library* by Paula Singer. Chicago: ALA, 2002.
- *Human Resources for Results: The Right Person for the Right Job* by Jeanne Goodrich and Paula Singer. Chicago: PLA 2007.
- *Implementing for Results: Your Strategic Plan in Action* by Sandra Nelson. Chicago: PLA, 2009.
- *Library as Safe Haven: Disaster Planning, Response, and Recovery* by Deborah Halsted et. al., ALA Neal –Schuman, 2014.
- *The Library Crisis Communications Planner: A PR Guide for Handling Every Emergency* by Jan Thenell. Chicago: ALA, 2004
- *Managing Facilities for Results: Optimizing Space for Services* by Cheryl Bryan. Chicago: PLA, 2007.
- *Managing for Results: Effective Resource Allocation for Public Libraries* by Sandra Nelson, Ellen Altman and Diane Mayo. Chicago: PLA, 2000.
- *Managing with Data* by Peter Hernon et. al., ALA Editions, 2015.
- *The New Planning for Results: a Streamlined Approach* by Sandra Nelson. Chicago: PLA, 2001.
- *Practical Tips for Developing Your Staff* by Tracey Pratchett and Gil Young, ALA Editions, 2015.

- *Staffing for Results: A Guide to Working Smarter* by Diane Mayo and Jeanne Goodrich. Chicago: PLA, 2002.
- *Small Public Library Management* by Jane Pearlmutter and Paul Nelson. Chicago: ALA, 2012
- *Strategic Planning for Results* by Sandra Nelson. Chicago: PLA 2008.
- *The Successful Library Trustee Handbook* by Mary Moore. Chicago: ALA, 2004.
- *Technology for Results: Developing Service-Based Plans* by Diane Mayo. Chicago: PLA, 2005.

Journal Articles

- Akin, Lynn. "Marketing Principles, Guaranteed." Public Libraries, (November/December 2001): 350-353.
- Clover, David. "Committing to Customer Service: Development of a Service Charter at The Open Polytechnic Library." New Zealand Libraries, 48, no. 12 (December 1997): 239-243. [See Student Library Service Charter Web page below for copy of the student charter.]
- Cook, Colleen and Fred M. Heath. "User's Perceptions of Library Service Quality: A LibQUAL+ Qualitative Study." Library Trends, 49, no.4 (Spring 2001): 548-584.
- Cronin, Blaise. "Customer Satisfaction." Library Journal, (October 15, 2000): 44.
- Diamond, Randy and Martha Dragich. "Professionalism In Librarianship: Shifting the Focus from Malpractice to Good Practice." Library Trends, 49, no. 3 (Winter 2001): 395-114.
- Hennen, Thomas J. "Why We Should Establish a National System of Standards." American Libraries, 31, no. 3 (March 2000): 43-45.
- Hernon, Peter and Danuta A. Nitecki. "Service Quality: A Concept Not Fully Explored." Library Trends, 49, no. 4 (Spring 2001): 687-708.
- Kasowitz, Abby, Blythe Bennett and R. David Lankes. "Quality Standards for Digital Reference Consortia." Reference & User Services Quarterly, 39, no. 4 (Summer 2000): 355-368.
- Poll, Roswitha. "Performance, Processes, and Costs: Managing Service Quality with the Service Scorecard." Library Trends, 49, no. 4 (Spring 2001): 709-719.
- Sullivan, Michael. "One Happy Library User." Public Libraries, (September/October 2001): 264.
- Winkworth, Ian. Innovative United Kingdom Approaches to Measuring Service Quality." Library Trends, 49, no. 4 (Spring 2001): 718-731.

Quality Measures in Other States

Many fine ideas, checklists, bibliographies, can be found in the guidelines created by other states and groups.

- Colorado Public Library Standards. Denver, CO: Colorado State Library and Adult Education Office, 2011.
- In Service to Iowa: Public Library Measures of Quality. State Library Standards Committee, State Library of Iowa. Des Moines, IA: State Library of Iowa, 2010.
- Minimum Standards for Rhode Island Public Libraries. Rhode Island Office of Library and Information Services, 2013.
- Planning for Library Excellence: Standards and Guidelines for Virginia Public Libraries. Compiled by Nelson Worley. Richmond, VA: Library of Virginia, 2000.
- *Serving Our Public 2.0: Standards for Illinois Public Libraries*. Standards Review Committee, Public Library Management Forum, Illinois Library Association. Chicago: Illinois Library Association, 2009.
- Standards for Kansas Public Libraries. Topeka, KS: Kansas State Library, 2012.
- Standards for Public Library Service in Ohio. Columbus, OH: Ohio Library Council, 2010.
- Wisconsin Public Library Standards. Madison, WI: Wisconsin Department of Public Instruction, 2010.

Web Sites

- The American Customer Satisfaction Index: the Voice of the Nation's Consumer. ACSI. www.theacsi.org/
- ISO 9000 2000 Principles in Plain English. Praxiom Research Group Limited. www.praxiom.com/principles.htm
- ISO in Brief. International Organization for Standardization. www.iso.org/iso/isoinbrief_2011.pdf

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